

City of Waterville, Maine Position Description

Position Title: PUBLIC SAFETY DISPATCHER

Department: Police Department

FLSA Status: Non-Exempt

Reports to: Ranking Officer

JOB DESCRIPTION OVERVIEW

The Waterville Communications Center is located in the Waterville Police Department and dispatches for the Waterville, Winslow and Oakland Police and Fire Departments. The Communications Center is jointly managed by the Waterville Police and Fire Chiefs. It is a 24 hour a day operation which is often staffed by a single dispatcher.

The dispatcher is responsible for answering non-emergency and emergency telephone calls, dispatching fire and police units, reception of the public and computer data entry. At times the job is stressful because of the volume of work and the nature of emergency situations. The dispatcher must be even-tempered and tolerant of citizens who may be upset, frightened, and belligerent and who use offensive language.

Dispatchers are situated at a radio console and there are long periods between breaks because no one is available for relief. The telephones and radio console may never be unattended. Shift assignments are by seniority and duty hours will include nights, weekends and holidays.

DUTIES AND TASKS

- Answers non-emergency and 911 telephones. Forwards telephone calls to other departments and takes messages.
- Operates a multiple channel radio console requiring attention to simultaneous radio traffic.
- Operates a multiple channel tape recording system.
- Monitors a fire alarm system.
- Dispatches fire, police, and rescue personnel pursuant to the Waterville Police Department SOP.
- Maintains written and computer records.
- Uses multiple computers and computer systems for data retrieval and entry.
- Receives government officials and citizens at reception window.
- Issues permits.
- Operates computer terminals connected to federal and state criminal justice systems which require strict adherence to their regulations.
- Successfully completes required training.
- Upholds federal, state and municipal regulations, laws and ordinances.
- Abides by the policies and procedures of the department including strict adherence to the Law Enforcement Code of Conduct and Canons of Ethics.
- Works varying days, hours and holidays as determined by personnel needs and contractual provisions.
- Writes reports accurately portraying events which are witnessed or communicated to the dispatcher.
- Testifies in court and in other official hearings.
- Performs such other duties as designated by the supervisor.

MINIMUM QUALIFICATIONS

- May be lawfully employed in the United States of America.
- Speaks, reads, and writes English fluently.
- Graduated from an accredited high school or GED program. College or additional education is preferred.
- Certified Terminal Operator and EMD qualified preferred.
- Meets the minimum physical, medical and psychological standards established for new employees.
- Is physically able to perform all the functions listed in the job description.

- Has reliable transportation to arrive at work any time of the day and during any weather conditions.
- Types a minimum of 40 wpm.
- Has not been dishonorably discharged from the military.
- Within five years of application has not been convicted for or is awaiting final adjudication for any crime, traffic offense or civil violation which is punishable by six months to one year in jail.
- Has not been convicted for or is awaiting final adjudication for any crime punishable by more than one year in jail or for a crime of moral turpitude.
- Does not use alcohol in excess.
- Must be in compliance with Section 1.2.1.1 of the Maine Telecommunications and Radio Operations (METRO) system manual.

Supervisory Responsibilities: None

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

Approval

Date

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Updated:
08/04